

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1354
ANSWERED ON:27.11.2002
POSTAL SERVICES IN MAHARASHTRA AND BIHAR
MADAN PRASAD JAISWAL;SHIVAJI MANE

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of complaints regarding poor postal services in Maharashtra and Bihar during the last two years;
- (b) the nature of these complaints;
- (c) whether any negligence on the part of officers and employees have been noticed while examining such complaints; and
- (d) if so, the action taken by the Government against the negligent employees and officers and the outcome thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

- (a) Number of complaints about poor postal services received in Bihar and Maharashtra during the past two years are as under:-

Year	No. of complaints received	No. of complaints received
Bihar		
2000-2001	9275	115226
2001-2002	4549	121977
Maharashtra		

- (b) The complaints were mainly about delay in delivery of mails and payment of money orders, loss of articles, shortage of Indian Postal Orders, delay in revival of Pass Books and misbehaviour of the staff.

- (c) Yes, Sir.

- (d) Bihar Maharashtra

In 111 complaint cases 42 officials were punished as a action against the erring result of the above complaints officials was taken as per with the punishment of censure, CCS (CCA) Rules 1965 and CC Swithholding of increment, (Conduct) Rules 1964 recovery of pay and reduction of depending on the gravity of pay. offence with various kinds of punishments like issue of warning, censure, withholding of increment, suspension of officials, reduction in time scale of pay and removal from service.